

Texas State Affordable Housing Corporation

“Bringing Affordable Housing Closer to Home”

The Remington

**1570 Thousand Oaks
San Antonio, TX 78232**

**Owner: South Texas Stated Affordable Housing Corporation Date Built: 1984
Management Company: Orion Real Estate Services, Inc. Property Manager: Kristina Pitts**

INSPECTION DATE/ TIME: April 30, 2009 at 8:30 am

Inspector’s Name: Sarah Beth Schildmier

Number of Units:	158	Occupancy at Time of Report:	98%	Average Occupancy Over Last 12 Months:	98%
Number of One Bedrooms:	108	Number of Two Bedrooms:	50	Number of Three Bedrooms:	0

PHYSICAL INSPECTION	YES	NO	N/A
1) Are the access gates in operable condition?	X		
2) Is the community monument sign in acceptable condition?	X		
3) Is the perimeter fence surrounding the property in acceptable condition?	X		
4) Is the grounds and landscaping in acceptable condition?	X		
5) Are trees and shrubs properly trimmed?	X		
6) Are there signs of erosion, foot paths or tree root elevations?		X	
7) Are sidewalks clean and in good repair?	X		
8) Is parking lot clean and in good repair with handicap parking clearly marked?	X		
9) Are recreational/common areas clean, maintained and accessible?	X		
10) Are laundry facilities clean, maintained and accessible?	X		
11) Is facility equipment operable and in acceptable condition?	X		
12) Is the area around the waste receptacles clean and are the enclosures in good repair?	X		
13) Is the exterior of the buildings in acceptable condition? (Please use the comment section if there is rotted wood, peeling paint, missing or broken bricks, or other signs of deferred maintenance.)	X		
14) Are hallways clean and maintained?	X		
15) Are storage/maintenance areas clean, maintained and organized?	X		
16) Are building foundations in good repair?	X		
17) Are the gutters, downspouts and fascia boards on the buildings in good repair?	X		
18) Do the building roofs appear to be in good condition?	X		
19) Do balconies and upper level walkways appear to be in good condition?	X		
20) Do windows, blinds, doors, and trim appear to be in good condition?	X		
21) Are there any major repairs on the property currently? (Please use the comment section if there are any water main repairs, boiler repairs, utility repair, other.)		X	
22) Have repairs or corrections recommended or required from the last physical inspection been satisfactorily completed?			X
23) Are there any other health, fire or safety concerns that need to be addressed?		X	

COMMENTS: Management is doing a good job maintaining curb appeal and keeping the property clean. On the day of the site visit, there was a large pot hole in the front parking lot and a down tree that was broken from high winds was roped off. Management stated that both the pot hole and down tree have been addressed and waiting to be repaired.

SECURITY PROGRAM Part I

1) In reviewing the police report the following incidents were noted and includes the number of times incidents occurred:		
Incident Type	# of Occurrences	Comments:
- Burglary?	0	
- Theft?	0	
- Criminal Mischief?	0	
- Personal Assault?	0	
- Drug Activity?	0	
- Gunfire?	0	
- Domestic Violence?	0	
- Disturbance?	0	

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- Other?	0	
2) Does the property have a Crime Prevention Plan in effect to address criminal activity on the property? <input type="checkbox"/> The property does not currently have a written crime prevention plan.		
3) What pro-active measures is the property taking to address crime on the property? <input type="checkbox"/> The pro-active measures the property is taking to address crime on the property include a courtesy officer, controlled access gates, and quarterly crime watch meetings.		
4) How often is a light check conducted on the property? (Please obtain a copy of the schedule.) <input type="checkbox"/> A light check is conducted by the courtesy officer.		
COMMENTS: According to the police reports that were submitted, no criminal activity was reported for the property's address.		

SECURITY PROGRAM Part II	YES	NO	N/A
1) Is the Staff trained in addressing crime on the property?	X		
2) Does the Management Policy or the Resident Services Program address any of the following activities responding to the needs of the community:			
- Violent Crime?	X		
- Drug Activity?	X		
- Family Violence?	X		
- Other?	X		
3) Are there other signs of vandalism on the property?		X	
4) Are criminal background checks being conducted on all residents over 18 years of age?	X		
5) Has a risk assessment been conducted to determine risk liabilities at the property?		X	
COMMENTS:			

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?	X		
2) Are accurate office hours posted?	X		
3) Are emergency phone numbers posted?	X		
4) Are the EHO logos clearly posted?	X		
5) Are the following displayed in full view:			
- Fair Housing Poster?	X		
- Occupancy Qualifications?	X		
6) Are property licenses and permits on file and renewed on a timely basis?	X		
7) Are insurance binders maintained on vendors on-site and/or at the corporate office?	X		
8) Is there a compliance department that ensures the set aside and requirements are being maintained? (If no, please explain the current compliance procedures.)	X		
9) What community facilities and amenities are provided for resident use? <input type="checkbox"/> The community facilities and amenities that are provided for resident use include a pool, business center, laundry room, fitness center, clubroom, BBQ and picnic area, and carpools.			
COMMENTS:			

KEY CONTROL	YES	NO	N/A
1) Are all property keys properly coded?	X		
2) Is key box locked and secured?	X		
3) Is the key code list kept separate from the key box?	X		
4) Are locks being changed during turnover of vacant units and turnover of staff?	X		
COMMENTS: The property uses Key Trak.			

MAINTENANCE PROGRAM	YES	NO	N/A
1) Is there a schedule for preventive maintenance/servicing? (Please include a copy of the schedule)	X		
2) Is the maintenance shop clean and organized?	X		
3) How often does the exterminator provide services? <input type="checkbox"/> The exterminator provides services weekly.			
4) Does the maintenance area have properly documented MSDS material and chemicals labeled properly? <input type="checkbox"/> A copy of the MSDS materials and chemicals are located in the office and maintenance shop.			
5) What is the policy on follow ups for completed service request? <input type="checkbox"/> All completed service requests receive a follow up call.			
6) What is the property's after hour's emergency policy? <input type="checkbox"/> The answering service asks the caller to choose emergency maintenance, leasing, or the office. The call is directed to appropriate person.			

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7) What capital improvements have been scheduled for this budget year? <input type="checkbox"/> Capital improvements scheduled for this year include parking lot repairs and seal coat, repair steps, pool furniture, sidewalk, drainage, fitness center upgrades, retaining walls, roofs, and exterior lighting.			
8) Were capital improvements scheduled from last year conducted? <input type="checkbox"/> Capital improvements scheduled last year include repairing, painting, and/or adding handrails, lighting, and fitness center equipment.			
The following information was reported for the dates 4-1-09 to 4-30-09:			
Number of service requests completed in the past 30 days:	45		
Number of service requests completed within 24 hours:	33		
Number of outstanding service requests:	2		
COMMENTS: On the day of the site visit, the property did not have a Maintenance Supervisor. The maintenance team is doing a good job completing work orders and cleaning the property.			

MARKETING			
1) Complete the table below with the most recent information available.			
SOURCE	COST	# of Prospects	# of Leases
Source of traffic:			
Drive-By/Word of Mouth (Balloons and Helium)	\$100	12	5
Flyers	\$85		
Resident Referral	\$50		
Locator Service (Approved Vendor List)	\$50		
Printed Advertising (ForRent, Apartmentguide)	\$799	6	0
Internet Advertising (ForRent.com, Rent.com)	\$369	3	2
Preferred Employer			
Other Source (list) (365 Connect Marketing)	\$100	1	1
TOTAL	\$1,453	22	8
(The rental activity reflected in the above table was for the dates 4-1-09 to 4-30-09.)			
	YES	NO	N/A
2) Is the property doing bilingual advertising?		X	
3) How often are competitors shopped? <input type="checkbox"/> Competitors are shopped monthly.			
4) How often is a market survey completed? <input type="checkbox"/> The market survey is completed monthly.			
COMMENTS: Management stated that they walk around other apartment communities and market The Remington a couple times a year. They also have good working relationships with local properties to assist prospective residents.			

LEASE RENEWAL	YES	NO	N/A
1) Is an effective lease renewal program in place?	X		
2) What percentage of residents renewed last month, past 6 months, and past 12 months?	33%	66%	60%
3) When are the lease renewal/rent increase notices sent to residents? <input type="checkbox"/> Lease renewals and rent increase notices are sent 90 days, 60 days, and 30 days before expiration.			
4) Are individual files being reviewed to determine renewal/non-renewal status?	X		
5) How are renewals tracked and monitored? <input type="checkbox"/> Renewals are tracked and monitored through OneSite software.			
6) Are rate increases being implemented?	\$10-\$15		
7) What is the number of month-to-month leases?	2		
8) What is the month-to-month charge?	\$100		
COMMENTS: Management is doing a good job making the renewal program effective.			

VACANT/MAKE READY UNITS	
1) Number of vacant units at time of activity report:	4
2) Number of completed made ready units at time of activity report:	3

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3) Number of completed one bedroom units at time of activity report:	2
4) Number of completed two bedroom units at time of activity report:	1
5) Number of completed three bedroom units at time of activity report:	N/A
6) Number of uncompleted made ready units at time of activity report:	1
7) Number of uncompleted one bedroom units at time of activity report:	1
8) Number of uncompleted two bedroom units at time of activity report:	0
9) Number of uncompleted three bedroom units at time of activity report:	N/A

Units Walked (model and minimum of 3 make ready units)

Unit #	Brief Description (See Unit Inspection Sheet for details)
134	1X1 Model (Currently being repaired from a leak two weeks ago.)
126	1X1 Made Ready
130	1X1 Made Ready
202	2X2 Made Ready
509	Business Center

Units Walked (units vacant and unready for extended period of time and all down units)

Unit #	Brief Description (See Unit Inspection Sheet for details)
N/A	On the day of the site visit, there were no down units or units vacant for an extended period of time.

	YES	NO	N/A
1) Is the make ready product acceptable?	X		
2) Does the Unit Availability Report match the make ready board?	X		
3) Are there any down units?		X	
4) Are units being turned in a timely manner?	X		
5) Are there vacant units that have been vacant for an extended period of time? (If yes, specify the reason below.)		X	
6) Does management have a system to monitor timely preparation of vacant units?	X		
7) Does the property manager walk vacant units after they are made ready?	X		
8) How often are occupied units inspected? Ø Occupied units are inspected annually.			
9) What is the company policy on turning vacant units? Ø The company policy on turning vacant units is 3-5 days.			
10) How many vacant unready units are near completion? Ø One unit was near completion.			

COMMENTS: The availability report that was submitted showed 5 vacant units. One unit had been occupied and was not updated due to close out.

BUDGET MANAGEMENT	YES	NO	N/A
1) Is management using the current budget to monitor and control operating expenses?	X		
2) How many bids are solicited in order to obtain materials, supplies, and services? Ø Three bids are solicited in order to obtain materials, supplies, and services.			
3) Explain variance of 10% or greater YTD.			

Expense Items that Varied by 10% or Greater from the Budget for Year to Date Operations Ending

(Please note that a positive variance is under budget and a negative variance is over budget.)

EXPENSE ITEM	ACTUAL	BUDGET	VARIANCE	%	EXPLANATION
Administrative	\$3,893	\$4,955	\$1,062	21%	Other Employee Costs
Marketing & Retention	\$5,385	\$6,988	\$1,603	23%	Voluntary Resident Services
Repairs/Maintenance-Building	\$5,869	\$7,768	\$1,899	24%	Plumbing Repairs/Supplies, Roof
Repairs/Maintenance-Units	\$6,961	\$8,028	\$1,067	13%	Cleaning Fees/Supplies
Payroll	\$27,682	\$32,815	\$5,133	16%	Payroll Burden, Salaries
Insurance & Taxes	\$14,782	\$11,452	-\$3,330	-29%	Insurance

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COMMENTS:

REVENUE			
FOR THE MONTH OF FEBRUARY		YEAR TO DATE 2009	
Gross Potential	\$100,570	Gross Potential	\$201,140
Budgeted	100,570	Budgeted	201,140
Variance + (-)	0	Variance + (-)	0
Collected to Date	88,612	Collected to Date	178,726
Other Revenue	6,626	Other Revenue	16,067
Total Collected	95,238	Total Collected	194,793
Budgeted	96,581	Budgeted	192,972
Variance + (-)	-1,343	Variance + (-)	1,821

COMMENTS:

ACCOUNTS PAYABLE	YES	NO	N/A
1) Is the payable report up to date?	X		
2) Do the invoices reflect late charges due to late payments?		X	
3) Have any property accounts been closed in the past 30 days?		X	
4) Is debt being controlled?	X		
5) How often are invoices processed? <input checked="" type="checkbox"/> Invoices are processed weekly.			
6) If payments are a problem, what is management doing to correct the problem? <input checked="" type="checkbox"/> N/A			
COMMENTS:	Current:		\$ 16,274
	30 Days:		\$ 4,603
	60 Days and Over:		\$ 352
	TOTAL		\$ 21,229

DELINQUENCIES	YES	NO	N/A
1) Is the delinquency report up to date?	X		
2) What is the collection policy for outstanding rents? <input checked="" type="checkbox"/> A three day notice is sent on the 4 th of the month.			
3) When is legal action taken against delinquent accounts? <input checked="" type="checkbox"/> Eviction is filed on the 15 th of the month if rent is not paid in full.			
4) Does the property currently have any resident(s) under eviction? (If yes, how much?)		X	
5) Does housing have any outstanding balances? (If yes, how much?)		X	
COMMENTS: Management is doing a good job keeping delinquency down.	Current:		\$ 52
	30 Days:		\$ 0
	60 Days and Over:		\$ 501
	TOTAL		\$ 553

RETURNED CHECKS	YES	NO	N/A
1) Total number of returned checks in the past 3 months:		5	
2) Has the manager collected and deposited all returned checks?	X		
3) Is the manager following company policy on returned checks?	X		

COMMENTS:

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PERSONNEL	YES	NO	N/A
1) Does owner/agent have a system/procedure for providing field supervision of on-site personnel?	X		
2) Does the property appear to be adequately staffed?		X	
3) Is overtime being controlled?	X		
4) Were requested pre-audit reports submitted on time?	X		
5) Does it appear that personnel are team oriented?	X		
6) Do personnel appear to be dressed appropriately?	X		
7) Are name tags/photo IDs being worn by the maintenance personnel?	X		
8) Was management staff prepared for the site visit?	X		
9) How often are staff meetings held? Ø Staff meetings are held as needed.			
10) Have personnel been trained in Fair Housing?		X	
11) List all training staff has received in the past three years. Ø The training staff has received includes Fair Housing, Redbook, Bond, Leasing Classes, Pool, HVAC, and Electrical.			

COMMENTS: One the day of the site visit, the position for Maintenance Supervisor was open. The Property Manager stated that interviews were conducted to fill the position. The new employee started two weeks ago and will be attending Fair Housing training as soon as a class is available.

OWNER PARTICIPATION	YES	NO	N/A
1) Does the owner have access to computer generated reports?	X		
2) If owner does not have computer access to the reports, what reports are submitted to the owner? Ø N/A			
3) How often are the reports submitted to the owner? Ø Reports are submitted to the owner weekly.			
4) What is the approval amount that the owner requires for the release of funds? Ø \$500			
5) Are the funds for needed capital improvement items, turning of units, marketing campaigns released by the owner according to what has been budgeted?	X		

COMMENTS:

SUMMARY OF OBSERVATIONS AND FINDINGS
<p>No Findings or Observations.</p>

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